UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/511,560	10/15/2004	Keith Robert Broerman	PU020131	4196

7590   02/21/2008

Joseph S Tripoli
Thomson Licensing Inc
Patent Department
PO Box 5312
Princeton, NJ 08543-5312

EXAMINER
NGUYEN, THANH T

ART UNIT	PAPER NUMBER
2144	

MAIL DATE	DELIVERY MODE
02/21/2008	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

PTOL-90A (Rev. 04/07)

		Application No.	Applicant(s)
Office Action Summary		10/511,560	BROERMAN ET AL.
		Examiner	**Art Unit**	
		TAMMY T. NGUYEN	2144	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *(3)* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *November 26, 2008*.

2a)☒ This action is **FINAL**.   2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-20* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-20* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _.

4) ☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .

5) ☐ Notice of Informal Patent Application

6) ☐ Other: _____.

UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

Detailed Office Action

1.   This action is in response to the amendment filed on November 26, 2008.

2.   Claims 1-20 are pending.

Claim Rejections - 35 USC § 101

3.   35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or
composition of matter, or any new and useful improvement thereof, may obtain a
patent therefor, subject to the conditions and requirements of this title.

4.   Claim 17 is rejected under 35 U.S.C. 101 because the claimed invention is directed to
non-statutory subject matter.

5.   As to claim 17, it appears that claim 17 would reasonably by interpreted by one of

ordinary skill as a system of "software per se", failing to fall within a statutory

category of invention. Applicant's disclose contains no explicit and deliberate

definition for the term "means", and in the context of the disclosure and claims in

question, one of ordinary skill would reasonably interpret the "means" as software

applications. As such, the system of "means" alone is not a machine, and it is clearly

not a process, manufacture nor composition of matter. Thus, the claims are not

limited to statutory subject matter and are therefore nonstatutory.

Claim Rejections - 35 USC § 102

6.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form

the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

            (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language. or

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act of 1999

(AIPA) and the Intellectual Property and High Technology Technical Amendments Act of 2002

do not apply when the reference is a U.S. patent resulting directly or indirectly from an

international application filed before November 29, 2000. Therefore, the prior art date of the

reference is determined under 35 U.S.C. 102(e) prior to the amendment by the AIPA (pre-AIPA

35 U.S.C. 102(e)).

7.   Claims 1, 3, 8, 14, 15 are rejected under 35 U.S.C. 102(e) as being anticipated by

Sullivan et al. (USPN 6,999,990 – Date of Patent: February 14, 2006, herein referred

to as "Sullivan").

8.   As to claim 1, Sullivan discloses the invention as claimed, including a method for

supporting multiple diagnostic sessions in a bidirectional communication device, said

method comprising: receiving diagnostic session requests from a plurality of

requesters (*see fig.2 desktops 34)*[*see col.6, lines 8-23*] [see Sullivan, col.8, lines 10-

17] (*user submits the New Service Request with the appropriate information (see*

fig.5, I'm having a problem with my system)); verifying identification information for

each of said requesters [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col.

10, lines 40-41](*local process authenticates the user)*; establishing a communications

channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45,

lines 55-59, and col. 9, lines 55-67] (*Returns a result template page)(home page*

including links 91 to so call "active content"); and communicating diagnostic

information corresponding to a particular one of the diagnostic session requests

received from a particular one of said verified requester to all of said verified

requesters via said established communications channels (Channel 14 in fig.1) [see

fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the*

user selects the link, upon active the link, navigate the browser to a so-call "active

page", a page is activated, the activated page provides the user an option to further

diagnose the problem).

9.   As to claim 3, Sullivan discloses wherein said identification information comprises a

user ID and a password. (Inherently Sullivan teaches user ID and password to

authenticates the user) [see Sullivan fig.4 step 80 of Sullivan, and col.8, lines 33-35,

and col. 10, lines 40-41] (*local process authenticates the user)*.

10.   As to claim 8, Sullivan discloses the invention as claimed, including an apparatus for

supporting multiple diagnostic sessions in a bidirectional communication device, said

apparatus comprising: a server (see fig.1 of Sullivan server 22); a memory for storing

program instructions; and a processor for executing said instructions to configure the

apparatus to perform the steps of: receiving diagnostic session requests from a

plurality of requesters (*see fig.1 desktops 34*) [see Sullivan, col.8, lines 10-17] (*user*

submits the New Service Request with the appropriate information (see fig.5, I'm

having a problem with my system)); verifying identification information for each of

said requesters [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines

40-41](*local process authenticates the user*); establishing a communications channel

for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-

59, and col. 9, lines 55-67] (*Returns a result template page)(home page including*

links 91 to so call "active content"); and communicating diagnostic information

corresponding to a particular one of the diagnostic session requests received from a

particular one of said verified requester information to all of said verified requesters

via said established communications channels (Channel 14 in fig.1) [see fig.4 steps

96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects*

the link, upon active the link, navigate the browser to a so-call "active page", a page

is activated, the activated page provides the user an option to further diagnose the

problem).

11. As to claim 14, Sullivan discloses the apparatus of claim 8, wherein said pluralities of

requesters are network devices [see Sullivan, col.6, lines 10-17] (a *plurality of client*

machines (desktops) 34).

12.   As to claim 15, Sullivan discloses the apparatus of claim 8, wherein said server

comprises: a web server for enabling communication between a requesting device and

a diagnostic engine [see Sullivan, col.6, lines 33-50] (*routing server 40 attempts to*

assign data sets from user to a most appropriate support engineer); and said

diagnostic engine for performing the routines that are specified in each of said

requests [see Sullivan, col.9, lines 33-45] (*allows a technical support engineer to*

write custom tools for diagnosing problems).

Claim Rejections - 35 USC § 103

13.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth
> in section 102 of this title, if the differences between the subject matter sought to be patented and the prior
> art are such that the subject matter as a whole would have been obvious at the time the invention was made
> to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be
> negatived by the manner in which the invention was made.

14.   **Claims 2, 9 are rejected under 35 U.S.C. 103(a) as being unpatentable over**

Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990 in view of Bader

et al., (hereinafter Bader) U.S. Patent No. 6,542,934.

15.   As to claims 2, Sullivan does not explicitly disclose, further comprising: if

communication of information to a requester fails, making available, to a subsequent

requester, the communications channel associated with the failed communication.

16.   In the same field of endeavor, Bader discloses (e.g., Non-disruptively rerouting

network communication from a secondary network path to a primary path). Bader

discloses if communication of information to a requester fails, making available, to a

subsequent requester (*new communication sessions*), the communications channel

associated with the failed communication [see Bader, col.6, lines 9-54](*upon*

reactivation (i.e., recovery of the links) of the primary network communication path,

and assign new communication sessions to the primary path).

17.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Bader's teachings of Non-

disruptively rerouting network communication from a secondary network path to a

primary path with the teachings of Sullivan to have making available.the

communication channel to a subsequent request if the communication of information

to a requester fails, for the purpose of reducing cost in the event of network failures

[see Bader col. 3, lines 36-40]. By this rational claim 2 is rejected.

18.   As to claims 9, Sullivan does not explicitly disclose, further comprising: if

communication of information to a requester fails, making available, to a subsequent

requester, the communications channel associated with the failed communication.

19.   In the same field of endeavor, Bader discloses (e.g., Non-disruptively rerouting

network communication from a secondary network path to a primary path). Bader

discloses if communication of information to a requester fails, making available, to a

subsequent requester (*new communication sessions*), the communications channel

associated with the failed communication [see Bader, col.6, lines 9-54](*upon*

reactivation (i.e., recovery of the links) of the primary network communication path,

and assign new communication sessions to the primary path).

20.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Bader's teachings of Non-

disruptively rerouting network communication from a secondary network path to a

primary path with the teachings of Sullivan to have making available the

communication channel to a subsequent request if the communication of information

to a requester fails, for the purpose of reducing cost in the event of network failures

[see Bader col. 3, lines 36-40]. By this rational claim 9 is rejected.

21.   **Claims 4, 5, and 10, 11 are rejected under 35 U.S.C. 103(a) as being unpatentable**

over Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990, in view of

Jewett et al., (hereinafter Jewett) Publication No.US/20020049825 A1.

22.   As to claim 4, Sullivan discloses wherein said establishing a communications channel

comprises assigning an available data for communication with each verified requester

(Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65,

and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the*

browser to a so-call "active page", a page is activated, the activated page provides

the user an option to further diagnose the problem). Sullivan does not explicitly

disclose assigning an available socket for communication with each requester.

23.   In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses available socket for communication with each requester [see Jewett, paragraph 0051] (Jewett *teaches the host initially sends a request, indicating that the socket is available for use*).

24.   Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have available socket for communication with each requester, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 4 is rejected.

25.   As to claim 5, Sullivan does not explicitly disclose further comprising rejecting subsequent requests after a total number of available sockets has been assigned.

26.   In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses rejecting subsequent requests after a total number of available sockets has been assigned [see Jewett, paragraph 0041, 0067, and 0075] (Jewett *teaches the host may establish connections to these sockets up to the maximum number of data connections specified by the block server*).

27.   Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with

the teachings of Sullivan to have rejecting request after a number of available sockets
has been assigned, for the purpose of providing a high degree of security against
unauthorized accesses, and allows storage partitions to be securely assigned to
individual hosts [see Jewett, paragraph 0014]. By this rational claim 5 is rejected.

28.   As to claim 10, Sullivan does not explicitly disclose further comprising rejecting
subsequent requests after a total number of available sockets has been assigned.

29.   In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-
level storage access over a computer network). Jewett discloses rejecting subsequent
requests after a total number of available sockets has been assigned [see Jewett,
paragraph 0041, 0067, and 0075] (Jewett *teaches the host may establish connections
to these sockets up to the maximum number of data connections specified by the block
server*).

30.   Accordingly, it would have been obvious to one of ordinary skill in the networking
art at the time the invention was made to have incorporated Jewett's teachings of
Architecture for providing block-level storage access over a computer network with
the teachings of Sullivan to have rejecting request after a number of available sockets
has been assigned, for the purpose of providing a high degree of security against
unauthorized accesses, and allows storage partitions to be securely assigned to
individual hosts [see Jewett, paragraph 0014]. By this rational claim 10 is rejected.

31.   As to claim 11, Sullivan discloses wherein said establishing a communications
channel comprises assigning an available data for communication with each verified
requester (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines

60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*).   Sullivan does not explicitly disclose assigning an available socket for communication with each requester.

32.   In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses available socket for communication with each requester [see Jewett, paragraph 0051] (Jewett *teaches the host initially sends a request, indicating that the socket is available for use*).

33.   Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have available socket for communication with each requester, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 11 is rejected.

34.   **Claim 12, is rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990 in view of Jewett et al., (hereinafter Jewett) Publication No. US/200249825 A1 further in view of Rueda et al., (hereinafter Rueda) Publication No. US 2002/0112076 A1.**

35.   As to claim 12, Sullivan does not explicitly disclose wherein said assigned sockets

comprise a requester IP address and a requester receiving port number.

36.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses assigned sockets comprising a requester

IP address and a requester receiving port number [see Rueda, page.21, paragraph

0282] (*the table were chosen to provide a specific mapping of an IP socket (IP*

address and port number) to MAC address).

37.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have a assigned sockets comprising a request IP address and a requester receiving

port number, for the purpose of offer transparent service to mobile users not

configured to use a proxy server, without requiring proprietary software to be

installed [see Rueda, page.5, paragraph 0069]. By this rational claim 12 is rejected.

38.   **Claims 6, 13, and 16-19 are rejected under 35 U.S.C. 103(a) as being**

unpatentable over Sullivan et al., (hereinafter Sullivan) U.S. Patent No.

6,999,990 in view of Rueda et al., (hereinafter Rueda) Publication No. US

2002/0112076 A1.

39.   As to claim 6, Sullivan does not explicitly disclose wherein said establishing a

communications channel further comprises saving session information such as, a

requester IP address and a requester receiving port number for each of said verified

requesters.

40.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses saving session information such as, a

requester IP address and a requester receiving port number for each of verified

requesters [see Rueda, page.23, paragraph 0345] (*Rueda teaches the source and*

destination IP addresses, along with the source port are stored in a table).

41.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have a saving session such as requester IP address and a requester receiving port

number for each of requesters, for the purpose of offer transparent service to mobile

users not configured to use a proxy server, without requiring proprietary software to

be installed [see Rueda, page.5, paragraph 0069]. By this rational claim 6 is rejected.

42.   As to claim 13, Sullivan does not explicitly disclose plurality of requesters comprise

Telnet clients.

43.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses Telnet clients [see Rueda, page.8,

paragraph 0124] (*Clients can be introduced to an information screen as they begin*

their session by intercepting their first connection (Telnet, etc)).

44.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have Telnet clients, for the purpose of making clients view certain information,

including advertising [see Rueda, page.8, paragraph 0125], and thus enabling a

computer to function as a terminal working from a remote computer. By this rational

claim 13 is rejected.

45.   As to claim 16, Sullivan does not explicitly disclose, wherein said apparatus

comprises a modem.

46.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses a modem [see Rueda, page.13,

paragraph 0173] (*mobile user who is configured for dial-up Internet access (i.e. using*

modem or ISDN line).

47.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have a modem, for the purpose of reducing the costs which corporations incur to

setup and maintain a WAN [see Rueda, page.13, paragraph 0173]. By this rational

claim 16 is rejected.

48.   As to claim 17, Sullivan discloses the invention substantially as claimed, Sullivan

discloses including an apparatus for supporting multiple Telnet sessions, comprising:

means for receiving session requests from a plurality of requesters (*see fig. 1 desktops*

34) [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request with the*

appropriate information (see fig.5, I'm having a problem with my system)) (see fig.1

desktops 34); means for verifying identification information for each of said

requesters [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-

41](*local process authenticates the user*); means for establishing a communications

channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45,

lines 55-59, and col. 9, lines 55-67] (*Returns a result template page)(home page*

including links 91 to so call "active content"); and means for communicating

diagnostic information corresponding to a particular one of the diagnostic session

requests received from a particular one of said verified requester information to all of

said verified requesters via said established communications channels (Channel 14 in

fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines

1-9](*the user selects the link, upon active the link, navigate the browser to a so-call*

"active page", a page is activated, the activated page provides the user an option to

further diagnose the problem). However, Sullivan does not explicitly disclose Telnet

session.

49.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses Telnet session [see Rueda, page.3,

paragraph 0021, 0026, 0124] (*management interface must be accessed through a*

Telnet session).

50.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have a Telnet session, for the purpose of offering transparent service to mobile users

not configured to use a proxy server, without requiring proprietary software to be

installed [see Rueda, page.5, paragraph 0069]. By this rational claim 17 is rejected.

51.   As to claim 18, Sullivan discloses the invention substantially as claimed, Sullivan

        discloses including a computer-readable medium for storing a set of instructions,

        wherein when said set of instructions is executed by a processor perform a method

        comprising: receiving Telnet session requests from a plurality of requesters (*see fig.1*

        desktops 34) [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request*

        with the appropriate information (see fig.5, I'm having a problem with my system));

        verifying identification information for each of said requesters [see fig.4 step 80 of

        Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41](*local process authenticates*

        the user); establishing a communications channel for each verified requester [see

        fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-59, and col. 9, lines 55-67]

        (*Returns a result template page)(home page including links 91 to so call "active*

        content"); and communicating the requested information to all of said verified

        requesters via said established communications channels (Channel 14 in fig.1) [see

        fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the*

        user selects the link, upon active the link, navigate the browser to a so-call "active

        page", a page is activated, the activated page provides the user an option to further

        diagnose the problem). However, Sullivan does not explicitly disclose Telnet

        session.

52.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses Telnet session [see Rueda, page.3,

paragraph 0021, 0026, 0124] (*management interface must be accessed through a*

Telnet session).

53.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have a Telnet session, for the purpose of offering transparent service to mobile users

not configured to use a proxy server, without requiring proprietary software to be

installed [see Rueda, page.5, paragraph 0069]. By this rational claim 18 is rejected.

54.   As to claim 19, Sullivan discloses the invention substantially as claimed, Sullivan

discloses including a network comprising: at least one subscriber terminal comprising

a client for initiating requests [see Sullivan col. 8, lines 10-17] (*a problem area and*

description are entered by the user); at least one data servicing system comprising a

client for initiating requests [see Sullivan, col. 8, lines 10-17] (*the user submits the*

New Service Request with the appropriate information); and a network device

comprising: a memory for storing program instructions, and a processor for executing

said instructions [see col. 18, lines 31-37] (*a computer-readable medium having*

stored thereon a plurality of instruction for causing one or more processors) to

configure said network device to perform the steps of: receiving requests from said at

least one subscriber terminal and said at least one data servicing system (*see fig. 1*

desktops 34) [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request with the appropriate information (see fig.5, I'm having a problem with my system)*); verifying identification information for each of said [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41](*local process authenticates the user*); establishing a communications channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-59, and col. 9, lines 55-67] (*Returns a result template page)(home page including links 91 to so call "active content"*); and communicating diagnostic information corresponding to a particular one of the diagnostic session requests received from a particular one of said verified requester information to all of said verified requesters via said established communications channels (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). Sullivan does not explicitly disclose Telnet clients, and Telnet server.

55.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses Telnet clients [see Rueda, page.8, paragraph 0124] (*Clients can be introduced to an information screen as they begin their session by intercepting their first connection (Telnet, etc)*), and Telnet server [see Rueda, paragraph 0021 and paragraph 0124] (*Telnet client accesses through a Telnet Server by through a Telnet session*).

56.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have Telnet clients and Telnet server, for the purpose of making clients view certain

information, including advertising [see Rueda, page.8, paragraph 0125], and thus

enabling a computer to function as a terminal working from a remote computer.

57.   Also, Sullivan does not explicitly disclose Telnet session.

58.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses Telnet session [see Rueda, page.3,

paragraph 0021, 0026, 0124] (*management interface must be accessed through a*

Telnet session).

59.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have a Telnet session, for the purpose of offering transparent service to mobile users

not configured to use a proxy server, without requiring proprietary software to be

installed [see Rueda, page.5, paragraph 0069]. By this rational claim 19 is rejected.

60.   **Claim 7, and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over**

Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990 in view of Rueda

et al., (hereinafter Rueda) Publication No. US 2002/0112076 A1 further in view

of Jewett et al., (hereinafter Jewett) Publication No. US 2002/0049825 A1.

61.   As to claim 7, Sullivan discloses wherein said establishing a communications channel

comprises assigning an available data for communication with each verified requester

(Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65,

and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the*

browser to a so-call "active page", a page is activated, the activated page provides

the user an option to further diagnose the problem). Also, Sullivan does not

explicitly disclose the respective saved session information.

62.   In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based

computer network service). Rueda discloses the respective saved session information

[see Rueda, page.23, paragraph 0345] (*when packets arriving from this destination*

are processed, the source IP and source port can be determined and sent to the

appropriate client).

63.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Rueda's teachings of

Internet protocol-Based computer network service with the teachings of Sullivan to

have the respective saved session information, for the purpose of reducing the

processing cost of packet handling and to limit the bandwidth cost [see Rueda,

page.19, paragraph 0261]. Also, Sullivan and Rueda do not explicitly disclose

assigning an available socket for communication with each requester.

64.   In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-

level storage access over a computer network). Jewett discloses available socket for

communication with each requester [see Jewett, paragraph 0051] (Jewett *teaches the host initially sends a request, indicating that the socket is available for use*).

65. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have available socket for communication with each requester, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 7 is rejected.

66. As to claim 20, Sullivan discloses wherein said establishing a communications channel comprises assigning an available data for communication with each verified requester (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). Sullivan does not explicitly disclose assigning an available socket for communication with each requester.

67. In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses available socket for communication with each requester [see Jewett, paragraph 0051] (Jewett *teaches the host initially sends a request, indicating that the socket is available for use*).

68.   Accordingly, it would have been obvious to one of ordinary skill in the networking

art at the time the invention was made to have incorporated Jewett's teachings of

Architecture for providing block-level storage access over a computer network with

the teachings of Sullivan to have available socket for communication with each

requester, for the purpose of providing a high degree of security against unauthorized

accesses, and allows storage partitions to be securely assigned to individual hosts [see

Jewett, paragraph 0014]. By this rational claim 20 is rejected.

Response to Arguments

69.   Applicant's arguments filled on November 26, 2008 have been fully considered,

however they are not persuasive because of the following reasons:

70.   Applicants argue that Sullivan does not explicitly discloses communicating diagnostic

information corresponding to a particular one of the diagnostic session requests

received from a particular one of said verified requester to all of said verified

requesters via said established communications channels. In response to Applicant's

argument, the Patent Office maintain the rejection because Sullivan does teach

communicating diagnostic information corresponding to a particular one of the

diagnostic session requests received from a particular one of said verified requester to

all of said verified requesters via said established communications channels as shown

in (Channel 14 in fig. 1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65,

and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the*

browser to a so-call "active page", a page is activated, the activated page provides

the user an option to further diagnose the problem).

71.   Therefore, the Examiner asserts that cited prior arts teach or suggest the subject

matter broadly recited in independent claims 1, 8, 17, and 19. Claims 2-7, 9-16. 18,

and 20 are also rejected at least by the virtue of their dependency on independent

claims and by other reasons set forth in the previous office action.

72.   Accordingly, claims 1-20 are respectfully rejected.

Conclusion

73.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within TWO

MONTHS of the mailing date of this final action and the advisory action is not mailed until after

the end of the THREE-MONTH shortened statutory period, then the shortened statutory period

will expire on the date the advisory action is mailed, and any extension fee pursuant to 37

CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event,

however, will the statutory period for reply expire later than SIX MONTHS from the mailing
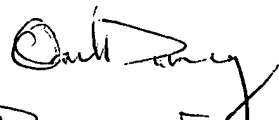
date of this final action.

74.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Tammy T. Nguyen whose telephone number is

571-272- 3929. The examiner can normally be reached on Monday - Friday 8:30 - 5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, *William Vaughn* can be reached on 571-272-3922. The fax phone number for the

organization where this application or proceeding is assigned is 571-273-8300. Information

regarding the status of an application may be obtained from the Patent Application Information

Retrieval (PAIR) system. Status information for published applications may be obtained from

either Private PAIR or Public PAIR. Status information for unpublished applications is available

through Private PAIR only. For more information about the PAIR system, see http://pair-

direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the

Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from

a USPTO Customer Service Representative or access to the automated information system, call

800-786-9199 (IN USA OR CANADA) or 571-272-1000.

February 19, 2008

Primary Examiner